

MEM - Member Demographic Change – Field Office Notification

Purpose:

This procedure explains the process of how to handle a member's call requesting a change of address.

Identification of Roles:

Customer Service Representatives (CSR)

Performance Standards:

Member Services will respond to 95% of Demographic changes within 3 business days.
100%

Path of Business Procedure:

Step 1: Calls are routed by an Automatic Call Distributor (ACD) into an enrollment queue and answered by the next available CSR.

Step 2: CSR will access the member's file and will verify that the caller is Health Insurance Portability and Accountability Act of 1996 (HIPPA) authorized to obtain information and make changes to the member's file.

- a. Verify the person calling is listed as the member, the case name or the name in Social Services Number information (SSNI).
- b. Verify the mailing address on file.
- c. Request the caller's current phone number.

Step 3: CSR will create a Contact Log utilizing OnBase Workview. (Refer to Member Services Reference Manual, Contact Log Procedures section.)

- a. For address change the Contact Reason should be Address Change.
- b. The only callers who can make this request are those who are authorized according the Answering and Authenticating Calls procedures.

Step 4: Once Address Change Contact Reason is selecting, CSR will click on the Address Change tab.

- a. CSR will copy and paste member's first name in the Member First Name field.
- b. CSR will copy and paste member's last name in the Member Last Name field.
- c. Caller will be asked for the new address and type it into the Address, Apt/Lot #, City, State, and Zip fields.
- d. CSR will look in Medicaid Management Information System (MMIS) screen 10 to verify the worker county.
- e. The worker's county will be entered in the County field.

Step 5: Caller will be advised:

- a. "We will send the address change you have requested to your Income Maintenance Worker (IMW) at your local Department of Human Services. You may also want to inform them of your new address as well."
- b. If the caller asks how long it will take for the address to change, state the following: "You will need to contact your Income Maintenance Worker as our office does not have that information."

Step 6: CSR will click on the MEM Contact Log tab to complete Contact Log.

- a. The following notes will be entered in the Contact Description field of the Contact Log: "CN/MBR requested address change-completed. Advised that information will be sent to IMW."
- b. Once the Contact Log is saved, OnBase will automatically send an email notification the Department of Human Services for the request of address change.

Forms/Reports:

None

RFP References:

6.5.1

Interfaces:

SSNI TITLE XIX INQUIRY

Attachments:

None